

Alabama Medicaid Agency



MITA Maturity Matrix

February 9, 2021

The spreadsheet below represents the results of Medicaid's MITA State Self- Assessment which was completed February 2019.

MITA BUSINESS AREA	ALABAMA BUSINESS AREA	MITA BUSINESS PROCESS	ALABAMA BUSINESS PROCESS	AS IS LEVEL OF BUSINESS CAPABILITY	TO BE LEVEL OF BUSINESS CAPABILITY
Member Management					
Member Management	Member Management	ME Manage Member Information	ME01 Manage Member Information	2	3
Member Management	Member Management	ME Manage Applicant and Member Communication	ME02 Manage Applicant and Member Communication	2	3
Member Management	Member Management	ME Perform Population and Member Dispatch	ME03 Perform Population and Member Dispatch	2	3
Member Management	Member Management	ME Manage Member Grievance and Appeal	ME08 Manage Member Grievance and Appeal	1	2
Contractor Management					
Contractor Management	Contractor Management	CO Manage Contractor Information	CO01 Manage Contractor Information	1	2
Contractor Management	Contractor Management	CO Manage Contractor Communication	CO02 Manage Contractor Communication	1	2
Contractor Management	Contractor Management	CO Perform Contractor Outreach	CO03 Perform Contractor Outreach	2	3
Contractor Management	Contractor Management	CO Inquire Contractor Information	CO04 Inquire Contractor Information	1	2

MITA BUSINESS AREA	ALABAMA BUSINESS AREA	MITA BUSINESS PROCESS	ALABAMA BUSINESS PROCESS	AS IS LEVEL OF BUSINESS CAPABILITY	TO BE LEVEL OF BUSINESS CAPABILITY
Contractor Management	Contractor Management	CO Produce Solicitation	CO05 Produce Solicitation	2	3
Contractor Management	Contractor Management	CO Award Contract	CO06 Award Contract	1	2
Contractor Management	Contractor Management	CO Manage Contract	CO07 Manage Contract	2	3
Contractor Management	Contractor Management	CO Close Out Contract	CO08 Close Out Contract	1	2
Contractor Management	Contractor Management	CO Manage Contractor Grievance and Appeal	CO09 Manage Contractor Grievance and Appeal	1	2
Eligibility and Enrollment Management					
Eligibility and Enrollment Management	Eligibility and Enrollment Management	EE Determine Member Eligibility	EE01 Determine Member Eligibility	2	3
Eligibility and Enrollment Management	Eligibility and Enrollment Management	EE Enroll Member	EE02 Enroll Member	2	3
Eligibility and Enrollment Management	Eligibility and Enrollment Management	EE Dis-enroll Member	EE03 Dis-enroll Member	1	2
Eligibility and Enrollment Management	Eligibility and Enrollment Management	EE Inquire Member Eligibility	EE04 Inquire Member Eligibility	2	3
Eligibility and Enrollment Management	Eligibility and Enrollment Management	EE Determine Provider Eligibility	EE05 Determine Provider Eligibility	2	3

MITA BUSINESS AREA	ALABAMA BUSINESS AREA	MITA BUSINESS PROCESS	ALABAMA BUSINESS PROCESS	AS IS LEVEL OF BUSINESS CAPABILITY	TO BE LEVEL OF BUSINESS CAPABILITY
Eligibility and Enrollment Management	Eligibility and Enrollment Management	EE Enroll Provider	EE06 Enroll Provider	2	3
Eligibility and Enrollment Management	Eligibility and Enrollment Management	EE Dis-enroll Provider	EE07 Dis-enroll Provider	2	3
Eligibility and Enrollment Management	Eligibility and Enrollment Management	EE Inquire Provider Information	EE08 Inquire Provider Information	1	2
Financial Management					
Financial Management	Financial Management	FM Manage Provider Recoupment	FM01 Manage Provider Recoupment	2	3
Financial Management	Financial Management	FM Manage TPL Recovery	FM02 Manage TPL Recovery	1	2
Financial Management	Financial Management	FM Manage Estate Recovery	FM03 Manage Estate Recovery	1	2
Financial Management	Financial Management	FM Manage Drug Rebate	FM04 Manage Drug Rebate	2	3
Financial Management	Financial Management	FM Manage Cost Settlement	FM05 Manage Cost Settlement	1	2
Financial Management	Financial Management	FM Manage Accounts Receivable Information	FM06 Manage Accounts Receivable Information	1	2
Financial Management	Financial Management	FM Manage Accounts Receivable Funds	FM07 Manage Accounts Receivable Funds	2	3

MITA BUSINESS AREA	ALABAMA BUSINESS AREA	MITA BUSINESS PROCESS	ALABAMA BUSINESS PROCESS	AS IS LEVEL OF BUSINESS CAPABILITY	TO BE LEVEL OF BUSINESS CAPABILITY
Financial Management	Financial Management	FM Prepare Member Premium Invoice	FM08 Prepare Member Premium Invoice	N/A	N/A
Financial Management	Financial Management	FM Manage Contractor Payment	FM09 Manage Contractor Payment	1	2
Financial Management	Financial Management	FM Manage Member Financial Participation	FM10 Manage Member Financial Participation	1	2
Financial Management	Financial Management	FM Manage Capitation Payment	FM11 Manage Capitation Payment	1	3
Financial Management	Financial Management	FM Manage Incentive Payment	FM12 Manage Incentive Payment	2	3
Financial Management	Financial Management	FM Manage Accounts Payable Information	FM13 Manage Accounts Payable Information	1	2
Financial Management	Financial Management	FM Manage Accounts Payable Disbursement	FM14 Manage Accounts Payable Disbursement	1	2
Financial Management	Financial Management	FM Manage 1099	FM15 Manage 1099	2	3
Financial Management	Financial Management	FM Formulate Budget	FM16 Formulate Budget	1	2
Financial Management	Financial Management	FM Manage Budget Information	FM17 Manage Budget Information	1	2
Financial Management	Financial Management	FM Manage Fund	FM18 Manage Fund	2	3

MITA BUSINESS AREA	ALABAMA BUSINESS AREA	MITA BUSINESS PROCESS	ALABAMA BUSINESS PROCESS	AS IS LEVEL OF BUSINESS CAPABILITY	TO BE LEVEL OF BUSINESS CAPABILITY
Financial Management	Financial Management	FM Generate Financial Report	FM19 Generate Financial Report	1	2
Operations Management					
Operations Management	Operations Management	OM Submit Electronic Attachment	OM04 Submit Electronic Attachment	1	2
Operations Management	Operations Management	OM Apply Mass Adjustment	OM05 Apply Mass Adjustment	2	3
Operations Management	Operations Management	OM Process Claim	OM07 Process Claim	2	3
Operations Management	Operations Management	OM Generate Remittance Advice	OM14 Generate Remittance Advice	2	3
Operations Management	Operations Management	OM Inquire Payment Status	OM18 Inquire Payment Status	2	3
Operations Management	Operations Management	OM Calculate Spend Down Amount	OM20 Calculate Spend Down Amount	N/A	N/A
Operations Management	Operations Management	OM Prepare Provider Payment	OM27 Prepare Provider Payment	2	3
Operations Management	Operations Management	OM Manage Data	OM28 Manage Data	2	3
Operations Management	Operations Management	OM Process	OM29 Process	N/A	N/A
Performance Management					
Performance Management	Performance Management	PE Identify Utilization Anomalies	PE01 Identify Utilization Anomalies	1	2

MITA BUSINESS AREA	ALABAMA BUSINESS AREA	MITA BUSINESS PROCESS	ALABAMA BUSINESS PROCESS	AS IS LEVEL OF BUSINESS CAPABILITY	TO BE LEVEL OF BUSINESS CAPABILITY
Performance Management	Performance Management	PE Establish Compliance Incident	PE02 Establish Compliance Incident	1	2
Performance Management	Performance Management	PE Manage Compliance Incident Information	PE03 Manage Compliance Incident Information	2	3
Performance Management	Performance Management	PE Determine Adverse Action Incident	PE04 Determine Adverse Action Incident	1	2
Performance Management	Performance Management	PE Prepare REOMB	PE05 Prepare REOMB	1	2
Plan Management					
Plan Management	Plan Management	PL Develop Medicaid Goals and Objectives	PL01 Develop Medicaid Goals and Objectives	1	2
Plan Management	Plan Management	PL Maintain Program Policy	PL02 Maintain Program Policy	1	2
Plan Management	Plan Management	PL Maintain State Plan	PL03 Maintain State Plan	1	2
Plan Management	Plan Management	PL Manage Health Plan Information	PL04 Manage Health Plan Information	2	3
Plan Management	Plan Management	PL Manage Performance Measures	PL05 Manage Performance Measures	1	2
Plan Management	Plan Management	PL Manage Health Benefit Information	PL06 Manage Health Benefit Information	1	2

MITA BUSINESS AREA	ALABAMA BUSINESS AREA	MITA BUSINESS PROCESS	ALABAMA BUSINESS PROCESS	AS IS LEVEL OF BUSINESS CAPABILITY	TO BE LEVEL OF BUSINESS CAPABILITY
Plan Management	Plan Management	PL Manage Reference Information	PL07 Manage Reference Information	1	2
Plan Management	Plan Management	PL Manage Rate Setting	PL08 Manage Rate Setting	1	2
Provider Management					
Provider Management	Provider Management	PM Manage Provider Information	PM01 Manage Provider Information	1	2
Provider Management	Provider Management	PM Manage Provider Communication	PM02 Manage Provider Communication	1	2
Provider Management	Provider Management	PM Perform Provider Outreach	PM03 Perform Provider Outreach	1	2
Provider Management	Provider Management	PM Manage Provider Grievance and Appeal	PM07 Manage Provider Grievance and Appeal	1	2
Provider Management	Provider Management	PM Terminate Provider	PM08 Terminate Provider	1	2
Business Management					
Business Relationship Management	Business Relationship Management	BR Establish Business Relationship	BR01 Establish Business Relationship	1	2
Business Relationship Management	Business Relationship Management	BR Manage Business Relationship	BR02 Manage Business Relationship	2	3

MITA BUSINESS AREA	ALABAMA BUSINESS AREA	MITA BUSINESS PROCESS	ALABAMA BUSINESS PROCESS	AS IS LEVEL OF BUSINESS CAPABILITY	TO BE LEVEL OF BUSINESS CAPABILITY
Business Relationship Management	Business Relationship Management	BR Terminate Business Relationship	BR03 Terminate Business Relationship	2	3
Business Relationship Management	Business Relationship Management	BR Manage Business Relationship Communication	BR04 Manage Business Relationship Communication	1	2
Care Management					
Care Management	Care Management	CM Establish Case	CM01 Establish Case	1	2
Care Management	Care Management	CM Manage Case	CM02 Manage Case	1	2
Care Management	Care Management	CM Manage Medicaid Population Health	CM03 Manage Medicaid Population Health	2	3
Care Management	Care Management	CM Manage Registry	CM04 Manage Registry	1	2
Care Management	Care Management	CM Perform Screening and Assessment	CM05 Perform Screening and Assessment	2	3
Care Management	Care Management	CM Manage Treatment Plan and Outcomes	CM06 Manage Treatment Plan and Outcomes	1	2
Care Management	Care Management	CM Authorize Referral	CM07 Authorize Referral	1	2
Care Management	Care Management	CM Authorize Service	CM08 Authorize Service	1	2
Care Management	Care Management	CM Authorize Treatment Plan	CM09 Authorize Treatment Plan	1	2

